

## **M3.3 Criteria based interview**

# The Criteria-Based Interview



Observing

versus



interviewing

# Conversation or interview?

## Interview

- has a goal
- is limited by the time
- must be prepared
- actively listening and speaking
- two-way traffic
- the content is important
- silence is a necessary element

## Chat/Conversation

- is casual
- time-filling
- can take place 'just like that'
- experienced passively
- may come from one side
- is full of clichés
- silence is a disturbing element



# Criteria-Based Interview

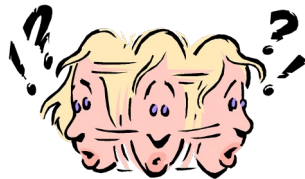
## **Behaviour-based interviewing:**

- Behaviour in the past is a good predictor for behaviour in the future.
- Focus as much as possible on what candidates have actually done.
- Pose behaviour-related interview questions.
- Competences and indicators form the criteria.

# Basics of asking questions

## Types of questions:

1. Open questions      What, Where, Who, Why, With what, When
2. Closed questions      Is it true that ...?
3. Choice questions      Which option is best for you?
4. Checking questions      Have I adequately explained this point?  
What do you think of this approach?  
Do you recognise what I am saying?
5. Suggestive questions      We're sitting here, after all, to help you  
improve your performance?  
You are of the opinion that....?
6. Cocktail questions      Give me an example of a situation in which  
you needed to work together and despite  
interference and time pressure you were able  
to achieve your planned goals and in so doing  
were sufficiently open to the feelings of your  
teammates?



# Do's and don'ts

## Do's:

Neutral, open starting question

Listen, Summarise, Question (LSQ)

## Don'ts:

Do Not Fill In For Another

Only Ask, Not Assume

No judgments, opinions or advice

# Basics of constructing an interview

Structure	Content
Make contact	
Goal, procedure, explanation	<p>It's interviewing with a 'green pencil'</p> <p>One is expected to have command of a competency (based on portfolio, reflective report, curriculum vitae, letter, dissertation, advisory report, etc.)</p>
Conclusion	Strengthens and adds value to the portfolio-assessment

# Probing questions (STARRTT)

## Ask about **actual behaviour**:

- What was the situation, what took place?  
what was the problem; who were involved?
- What was your role/job/task, what was your assignment/goal?
- What did you do; what did you say; what technique did you use?
- What happened; what was the outcome;  
what was the reaction?
- What have you learned from it; would you do it that way again?
- Can you mention a similar situation; how would you tackle it the next time?
- Can you explain how you learned or got the knowledge for dealing with this situation?



# Focus of CBI

**Not** What do you think of teamwork?

**But rather:** Give me a recent example of cooperation with others.

What was your role in that?

**Not** How would you lead a group of 10 people?

**But rather:** Tell me how, in your projects, you supervise a group of fellow students.